



An Overview of Advanced Certification for Palliative Care

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The Joint Commission

Helping Health Care Organizations Help Patients





Today's Agenda

- What is Advanced Certification for Palliative Care?
- Benefits of Certification
- Core Components
- The On-Site Review
- Timeline and Preparation Tips

What is Advanced Certification for Palliative Care?

- Certification is designed to recognize hospital inpatient programs that demonstrate exceptional patient and family centered care in order to optimize the quality of life for patients with serious illness.
- Involves addressing the physical, emotional, social and spiritual needs, access to information and choice



Certification vs. Accreditation

■ Certification Reviews

- Product or service-specific evaluation of care and outcomes

■ Accreditation Surveys

- Organization-wide evaluation of care processes and functions



Benefits of Certification

- Improves the quality of patient care
- Provides an objective assessment of clinical excellence
- Requires a systematic approach to clinical care
- Creates a loyal, cohesive clinical team
- Promotes a culture of excellence across the organization



Eligibility for Palliative Care Certification

- ▶ The program must be provided within a Joint Commission accredited hospital- a dedicated unit or dedicated beds are not required
- ▶ Minimum of ten patients served – one active at time of review



Eligibility for Palliative Care Certification

- Ability to direct the clinical management of patients and coordinate care (write orders, direct or coordinate activities of the program team, and influence composition of the program team).



Eligibility for Palliative Care Certification

- Has a defined structure supported by an interdisciplinary team
- Uses a standardized method of clinical care delivery based on consensus guidelines and/or evidence-based practice



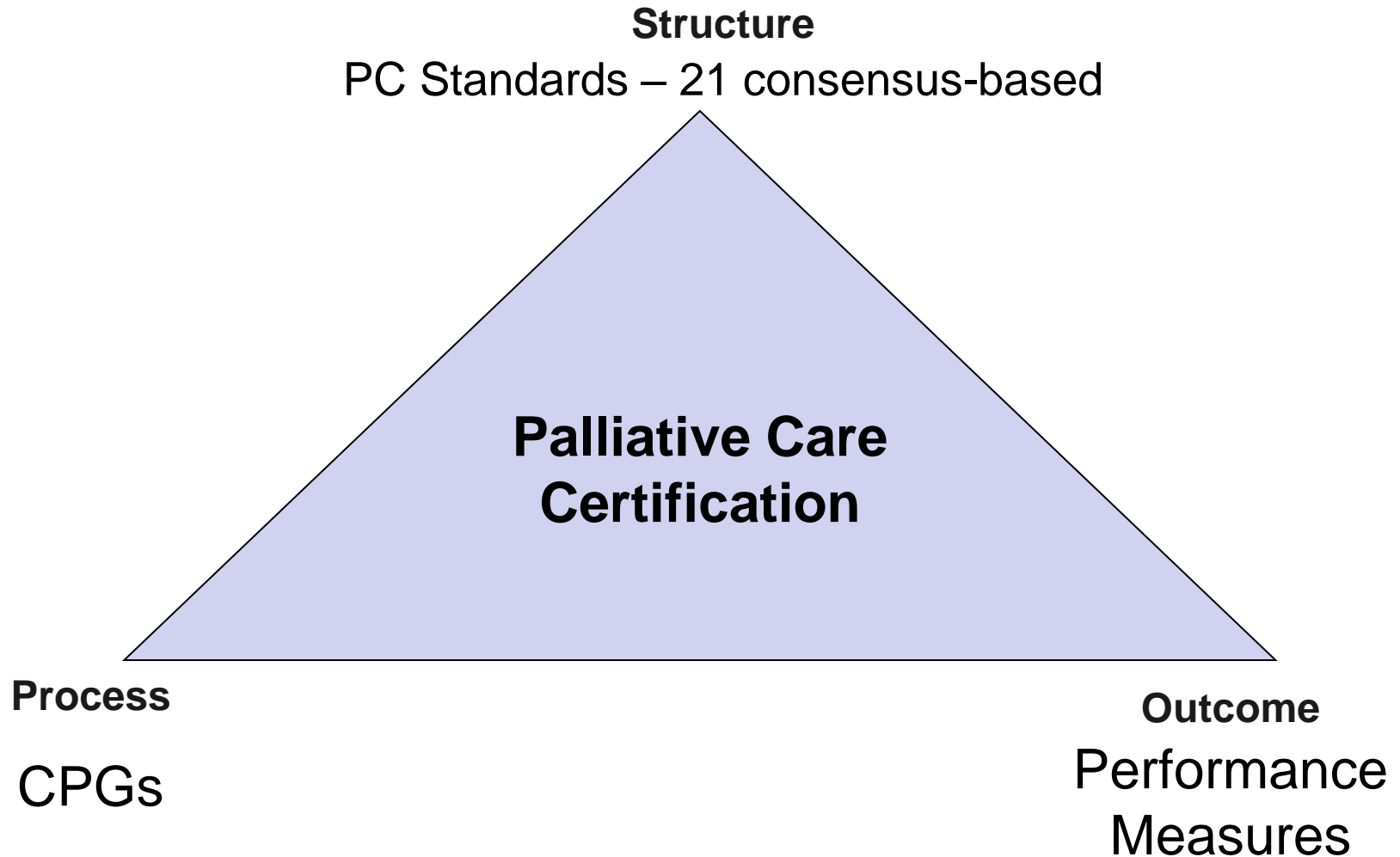
Eligibility for Palliative Care Certification

- Uses performance measurement to improve its performance over time.
 - Four months of data must be available at the time of the initial on-site certification review
 - Two of these four measures must be clinical measures

Eligibility for Palliative Care Certification

- Provide the full range of palliative care services to hospitalized patients 24 hours per day, seven days per week.
 - Programs must have team members available to answer phone calls on nights/weekends and the ability to come to the hospital to see patients 24/7 when necessary to meet patient & family needs.
 - Programs are not required to have palliative care team members physically present in the hospital 24/7.

Palliative Care Components





Structure: Palliative Care Standards

- Program Management (PM)
 - 8 Standards
- Provision of Care (PC)
 - 6 Standards
- Information Management (IM)
 - 3 Standards
- Performance Measurement and Improvement (PI)
 - 4 Standards



Process: Clinical Practice Guidelines

- Clinical care based on guidelines/evidence-based practice
- On-Site review validates:
 - Implementation of CPGs
 - Monitoring & improving adherence



Outcome: Performance Measurement

- Four performance measures.
- At least two of the four should be clinical measures related to or identified in practice guidelines for the program.
- Evidence-based, relevant, valid, and reliable.



Performance Measurement Process

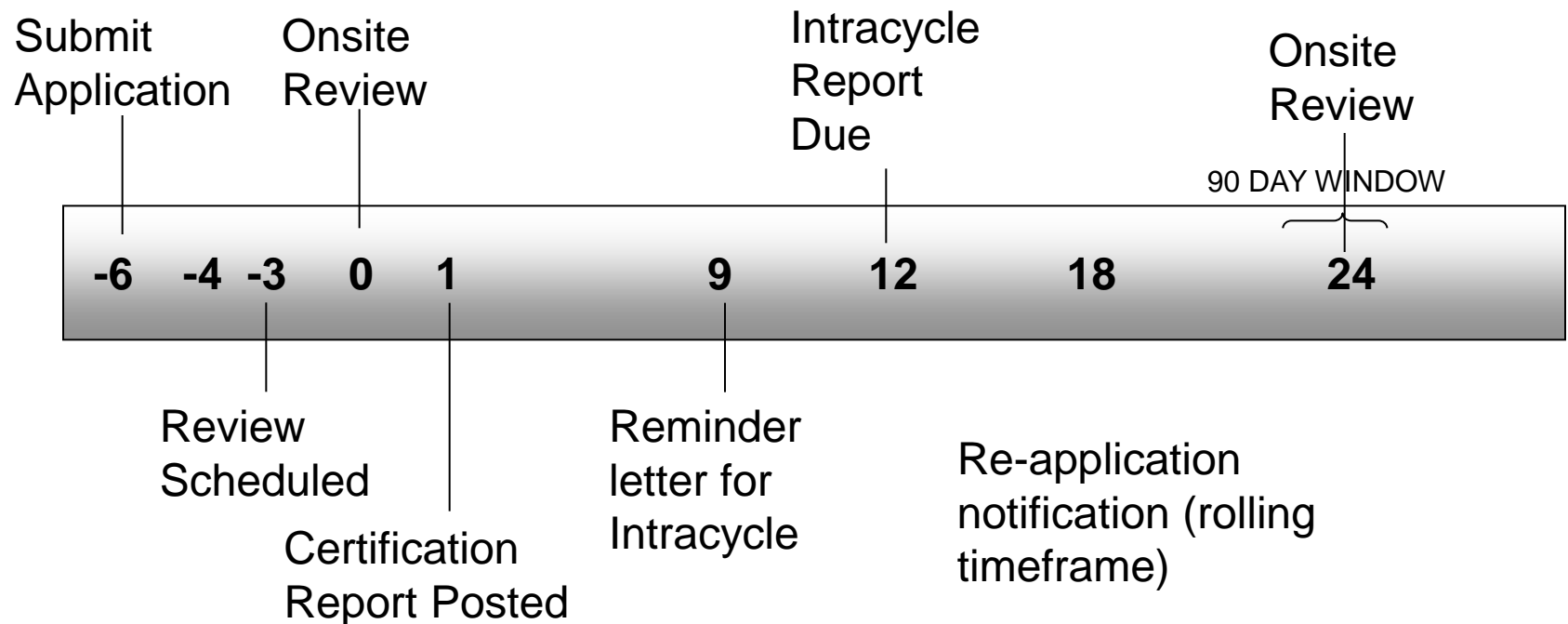
- Define measures at time of application
- Share 4 months worth of trended data at initial onsite visit
- Monitor data monthly
- Share 12 months worth of trended data one year after achieving certification



The On-Site Certification Review

- ▶ Opening Conference & Orientation to the Program
- ▶ Individual Tracer Activities
- ▶ Data Use System Tracer (performance improvement)
- ▶ Competency & Credentialing Process
- ▶ Issue Resolution, Report Preparation & Exit Conference

Certification Timelines by Month





The Intracycle Event

- Occurs at midpoint of certification award
- Includes
 - Enter 12 months of data points for each measure
 - Performance measure data report
 - Letter of attestation re: standards compliance
 - Review and update performance improvement plan and CPGs



Preparation Tips

- Review the Palliative Care standards – free download from www.jointcommission.org
- Perform a self analysis – where is your program now versus the standards and expectations?
- Conduct a mock certification review. Document areas of potential compliance or noncompliance.
- Develop preparation action plans from the results of the gap analysis and mock review and determine your certification timeline.



Preparation Tips

- Contact the Standards Interpretation Group:
630-792-5900
http://www.jointcommission.org/standards_information/standards_online_question_form.aspx
- Submit performance measure questions to
<http://manual.jointcommission.org>
- Review performance measure examples at
<http://www.qualitymeasures.ahrq.gov/search/search.aspx?term=palliative>



Challenges of Certification

- ▶ Executive leadership endorsement
- ▶ Consistent implementation of Clinical Practice Guidelines
- ▶ Involvement of all appropriate staff
- ▶ Data collection on performance measures



Certification Fees

- On-site review fee: \$6,325
- Annual subscription fee: \$1,685 (x2)
- Total cost for two-year certification cycle: \$9,695



Strong Interest in Certification to-date

- Over 150 hospitals have expressed interest
- Over 20 certification applications have been requested
- Seven completed applications received



Questions?

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